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SUCCESS
STORY



 **Nepal Red Cross Society**

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RED CROSS HELPED FOR LESSENING STRESS



Lok Maya Thapa, staff of NRCS Khotang facilitating a session on "facing COVID-19 related stress and self-care" to Nepal Army personnel at Gorakhnath Mude barrack.

Photo: NRCS Khotang District Chapter

**"I have
had many
sleepless
nights"**

female
rifleman of Mude
barrack

"Working away from home and especially far from my two-year-old son is very stressful already. It is more traumatic for every working mother when their children and husband both are far. Moreover, the COVID-19 pandemic increased intensity the stress. All the time, I used to think about my son and family and pray for them. It was very difficult for me to uphold myself from the anxiety. Meanwhile, Nepal Red Cross Society, Khotang District Chapter organized one-day stress management session about facing COVID-19 related stress and self-care and I am so happy to be a participant. This session has really helped me to manage my stress overflow and now I feel more relieved and stress less," says female rifleman from Gorakhnath Mude barrack.

"It has been more than eight months that I am not being able to visit my family who lives in Banke district. I am much worried about my family because Banke district is one of the prone areas where COVID-19 cases are increasing day by day and my mother is suffering from cancer. On the other hand, COVID-19 work responsibilities and regular duty pressure have made me so restless. As a result, I could not be able to sleep and eat properly. I have had many sleepless nights. At this tough situation, Nepal Red Cross Society, Khotang District Chapter managed to conduct facing stress related to COVID-19 and self-care session here in Mude barrack which came out like medicine to me and now I have become very calm and serene and gradually I can be able to eat and sleep without any fear", says a Jemdar of Gorakhnath Mude barrack after participating the session.

**Written by: Lokmaya Thapa
NRCS Khotang**

Digital Transformation

NRCS set up remarkable e-learning platform



Photo: NRCS Khotang District Chapter

Lok Maya Thapa, Nepal Red Cross Society (NRCS) Khotang District chapter, facilitated 'facing stress related to COVID-19 and self-care' session after acquiring psycho-social support (PSS) training through NRCS e-learning platform. Altogether 96 security persons including nine female were reached through the sessions at Gorakhnath Mude Barrack, Khotang district. The mentioned stories of changes in rifleman and Jamdar is collected after completion of the sessions. It has really helped the security personnel who are separated from the family and far from home for a long time and performing heavy duty during COVID-19. Lok Maya expresses her happiness that out of all her work this has gratified her to utmost.

“

I am so grateful for receiving this training through NRCS e-learning platform and I am so delighted to hear that the sessions have lessen the stress of huge number of participants. –

Experiencing the COVID-19 Lockdown situation, NRCS has developed e-learning platform that aims to assist and to facilitate learning for NRCS staff and volunteers for safer and healthier communities facing a range of risks associated with COVID-19. This platform has been prepared as it was unlikely to conduct the regular orientation/training in the community. Also, this platform aims to develop the capacity of RC staff and volunteers throughout the country.

Following the e-learning platform, it has started facilitating staff and volunteers to protect and improve community people's psychological wellbeing through this emergency, till day it has successfully facilitated more than 200 staffs and volunteers. It is also the step to protect its own staff and volunteers from exposure in the line of duty. The sessions/courses in e-learning platform are available in both English and Nepali language. The effectiveness of the training is measured through pre-test and post-test. Presently available training courses are Psycho-social support, Psychological first aid and so on which will be expanded later to water sanitation and hygiene (WASH), Health and other sectors training as well.

**Written by: Mamata Singh
NRCS, HQs**

THE INITIATION FOR LANDLESS PEOPLE DURING COVID -19



Photo: NRCS Kathmandu District Chapter

"After installation of hand washing station, we are feeling somehow reassurance from corona virus."

Gopal Lama, a beneficiary of drinking water station

Since the beginning of COVID-19 pandemic, Red Cross volunteers have been disseminating COVID-19 related awareness messages in the community. In addition, SURE project installed one hand washing station near to the drinking water tank, while visitors and outlanders entering to the community, they are requested to wash their hands. Four champions have been monitoring the use of water tank and hand washing station. They have been disseminating information about importance of physical distance during fetching water and using hand washing station to the users. Also, they monitor & manage soap at hand washing stations. The community members are always encouraged to attain knowledge on disaster preparedness and response through champions.

"After installation of hand washing station, we are feeling somehow reassurance from corona virus. We come to water tank station for getting drinking water for our house. This hand washing station build the confidence level because we wash our hand first and fill the drinking water in jar. Similarly, we have learnt the hand washing steps by champions and now we have developed the hand washing habit. Sometimes our children also come along with us to get the water. They have learnt the hand washing skills and wash their hands regularly.

Thanks for
Nepal Red Cross for this great work and realizing
us about importance of hand washing." Said by Gopal Lama who
is user of both hand washing station and drinking water station and
lives in Sangam tole-28, Kathmandu.

Nepal Red Cross Society (NRCS) has been implementing Strengthening Urban Resilience and Engagement (SURE) programme in seven municipalities from five districts Kathmandu, Lalitpur, Bhaktapur, Kaski and Kailali districts since 2016. The programme has been engaging with landless people through different programme activities. Landless people are at the risk of fire because of shack settlements and unmanaged electrical lines. Besides, community of landless people were facing challenges due to remove of water supplies for fire fighting and under supply drinking water from the very beginning. With the objective to cope with fire-induced disasters and drinking water problem, NRCS supported in installation of two water tanks with capacity of 5,000 liters at Sangam tole, Kathmandu Metropolitan city ward no.26. More than a hundred households have been benefited to the water tanks.

**Written by: Amrita Rijal, Social Mobilizer
NRCS Kathmandu**

Reaching to the most vulnerable

The COVID-19 outbreak and the stretching lockdown consequent have led the workers/ laborers run out of patience because of no food and no work. Here is the story of Manisha Magar, 8 years old, who is living with her five family members-father, mother, two sisters (11 and 1 years old respectively) and 1 youngest brother. In the family, the mother is with disability and brother has heart problem(hole in heart) and is taking medicine regularly. The family was living fully depending on income from Brick kiln before lockdown. With the country under lockdown and travel restriction, they have neither been able to go to work nor return back to their hometown. After deprived of their only source of income, they are much more worried even for arranging everyday meals for the family. Manisha was working hard and trying to earn little money to support and manage daily food for her family. Everyday she was collecting vegetables from nearby riverside and selling the collected vegetables at Thakiba Chowk.

This could be the best example on how the Red Cross at all level is self-mobilized and are trying to reach to the most vulnerable people during the COVID-19 pandemic situation. As the cases are increasing, the lockdown situation is expanding gradually and has profound impact on daily lives, livelihoods and unprecedented strain in public health safety measures. For daily wage workers, labourers and squatter households are financially insecure and are often the one who suffer the most during crisis like the ongoing Covid-19 pandemic. During lockdown, As of 15 June 2020 more than 18 thousand needy people were benefited with meal or food relief item, which has eased somewhat stress of needy people who don't have anything to eat at all.



Manisha with her parents and brother.

Photo: NRCS Thaiba Sub Chapter

At the same time, one of the Red Cross volunteer from Thaiba sub-chapter, Lalitpur district came in contact with the little girl - she was taking income responsibilities of the family for day-to-day food. The Red Cross volunteer visited Manisha's home and after observing economically poor situation of the family, NRCS Thaiba sub-chapter along with some community members decided to support Manisha's family. Red Cross Thaiba sub-chapter supported food items (that is 120 kg Rice, 4 kg lentils, 4 liters cooking oil, 4 kg salt, 4 kg sugar) along with fresh vegetables, bakery items and instant food like biscuits and noodles, which will sustain the family for four months. In addition, the family was provided some clothes, shoes for baby, and one sleeping mat. Manisha and her family were really happy after receiving the support from Nepal Red Cross Society.

“It feels great to support the needy people during the pandemic and be helpful to the people with whatever possible. Furthermore, we will continue food relief support as per their need and if the Lockdown continues we will request other organizations to provide foods and other necessary items to the needy family.”

**Written by: Hari Maharjan
Thaiba Sub chapter, Lalitpur**

YOUTH VOLUNTEERS IN VIRTUAL VOLUNTEERING

“Volunteers do not necessarily have the time; they just have the heart”

–Elizabeth Andrew

Nepal Government announced a nationwide lockdown on 24th March 2020 when the cases started growing. Lockdown restricted the mobility of people and there was limited mobilization of volunteers due to lack of safety kits e.g. Personal Protective Equipment (PPE). In such condition, youth adopted new techniques of spreading awareness on COVID-19. Youth volunteers being the heart of NRCS response even in this situation of lockdown through “Virtual Volunteering”. The controlled mobility and staying at one place for more than two months created boredom and frustration among few. So, with the motto to make the utilization of quarantine time in a fruitful way, Open Online video contest for the student of Nobel College on “Social Awareness on Prevention of COVID-19” was organized by youth volunteers on three different topics: Nepali culture & Identity, Awareness about domestic/sexual violence and Waste management.



The major objective of the contest was to provide a platform where youth can present their talent and make a proper use of quarantine time. There was encouraging number of participant's involvement in open online video contest.

In addition, youths were active in blood donation campaigns and awareness raising to their own community as well as other communities through different means of social media. The hand washing demonstration seems very effective as well.

“We feel proud to be able to support each other in this difficult time. Our team truly believes, “Together We Stand, Together We Fight.”

Ojas Mahato, Youth Volunteer



Nepal Youth Red Cross Circle (NYRC) team regularly doing the virtual meeting and discussing on the ideas on contributing community people during this pandemic of COVID-19.

NYRC of some districts are regularly doing the online meetings and are doing several awareness activities; rumours tracking and sharing widely, daily quiz competition, poster making competition on COVID-19, video campaign, awareness campaign via social media.

**Written by: Ojas Kumar Mahato,
Youth Volunteer, Kathmandu**

Where there is difficulty, there is Red Cross

Ram Kumar Gurung, 45 years old, is a resident of Parbat district, Gandaki Province. Since long, he had been working in one of the restaurants at New road Pokhara and it was only the source of earning for his family. The unprecedented situation of COVID-19 and lockdown situation starting from 24 March has changed his life. All the hotels and restaurants in Pokhara have been closed and unfortunately, he lost his earnings as well as shelter.

Due to restriction on movement, neither he could return back to his home nor could he manage for shelter. However, he managed to live underneath the ticket counter of Pokhara bus park. He stayed for 11 days but the situation got worse as the lockdown extended. Now he was left with no option than spending his days and nights under the blue sky at Ramghat areas. After spending 15 days in such troublesome situation he heard about Red Cross support to wage labor with food and shelter at Nawa Prabhat Secondary School, Pokhara-9.

He went there and saw NRCS volunteers had arranged food and accommodation for the people in need. He also received food support and he stayed there for more than two weeks. He was living there with other eight people and in addition to that, NRCS sub-chapter of ward 9 fed more than 20 people on daily basis. They were also receiving awareness messages and adapting the appropriate risk measures.

Volunteer service, the best way for social empowerment

"The time when the community people and ward members appreciate our work, we feel so proud." Ramila.

"Where there is difficulty, there is Red Cross". This slogan comes true to me as I was struggling for shelter and food at the lockdown condition. I would like to acknowledge Nepal Red Cross Society and its volunteers' effort for their dedication and extended humanitarian services even in this critical situation. Though I couldn't be with my family in this situation, I am happy to be here under the shelter provided by Red Cross.

I am very much grateful to NRCS Pokhara, Nawa Prabhat Secondary School and social workers who are supporting endlessly this difficult time.

- Ram Kumar Gurung

Written by: Nawaraj Bhandari, Staff, NRCS Kaski District Chapter

"I had never imagined I would serve the community someday." Ramila Basnet, a single woman shares her happiness on being able to serve her community in the situation of COVID-19 pandemic. Her confidence has reached a new level after her involvement as a champion of Single Women for Strengthening Urban Resilience and Engagement (SURE) Programme implemented by the Nepal Red Cross Society (NRCS) in Kathmandu Metropolitan City. This has also set example in her community, being a single woman doesn't matter if she empowered.

"The NRCS has provided us with so many opportunities with skills and knowledge. Including me, other single women of the community have received CADRE, UDRR, Advocacy and Basic First Aid Training," adds Ramila. "It has really built our capacity to serve the community as per need."

As the country is in lockdown, many people are struggling even to manage per day's meals. The situation is extremely difficult for the daily-wage labourers and other marginalized groups of the community. In this situation, Ramila and her team are serving the people with the available resources. They are working closely with Kathmandu ward number 11 for distributing relief items to the needy people. Gokarneshwor Municipality -5 & 6 have requested the team to support in listing most vulnerable households and filling up the form for relief item support.

The Government of Nepal has enforced the lockdown from 25th March 2020 to prevent the spread of COVID-19 in the country. The restriction has been continued for more than three months now and yet it is likely to be extended, as the numbers of cases are on the rise every day. As the country is under lockdown, this has affected the life of all people.

Written by: Rakhchya Chalise, Social Mobilizer, NRCS, Kathmandu District Chapter

Purna Bahadur finally meets his family



Rescue team taking Purna Bahadur to meet his family after the rescue.

Photo: NRCS Kailali District Chapter

Purna Bahadur Singh, an inhabitant from Masta Rural Municipality, Ranad fell off the cliff and sustained severe head injuries. He was brought to the Province Hospital immediately by his wife Guheswari, daughter and son-in-law. Unfortunately, when all the family members went to receive his CT SCAN report, Purna Bahadur escaped from the hospital and was contactless. His reports shocked everyone that he had got some mental problem.

Guheswari and her family members searched everywhere but they could not trace him. During the lockdown situation, the family got worried about his safety.

On the other hand, after escaping from the hospital, Purna Bahadur tried to get to his daughter's rented home in Ward no. 16, Rampur, Dhangadi but failed to locate the place. As a result, he was stranded without food and water.

After 12 days, community people found him unconscious nearby lentil field at Dhangadi Municipality ward no. 2 with many scratches on his body and he was also bleeding.

The coronavirus was spreading rapidly so the people feared to touch him. Meanwhile, Lokraj Joshi the Secretary of Nepal Red Cross Society, Dhangadi District Chapter (DC) knew about him and NRCS DC and sub-chapter in Kailali informed the police about him. He was rescued with the support of NRCS DC, community and Nepal Police and finally contacted his family.

Guheswari, together with the other members of the family, finally were reunited with Purna Bahadur after 12 painful days.

They are thankful to the NRCS, Nepal police and the community people.

**Written by: Lok Raj Joshi
NRCS, Kailali**



After 12 days Purna Bahadur has found at lentil field in Dhangadi's NRCS along with community people feed him after rescuing him

Photo: NRCS Kailali District Chapter

Prem Kumari disseminating awareness in the community

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I feel more responsible and dedicated to the community and being more attentive to aware people about the corona virus'.



Nowadays everyone is staying at their home due to COVID-19 outbreaks. But nothing has changed in the life of Prem Kumari Chitaure Magar, instead she became more busy. Moderately her responsibilities have been increased after the COVID-19 pandemic.

Prem Kumari is a Social Mobilizer, who has been working in Nepal Red Cross Society, Palpa District Chapter for three years. She visits every house of the community and three quarantine areas and delivers awareness messages about COVID-19 to the community people and the people who stay in quarantine area. They ignore the suggestion in very initial phase but now they are very aware, listen carefully and follow the steps provided by Prem Kumari. Now the community people are appreciating her for fulfilling social responsibilities. Seeing her dedication and contribution in the community to prevent COVID-19 the ward has appointed her as a member in Ward COVID-19 prevention committee.

IFRC global tool community-based health and first aid (CBHFA) is implemented as a project based in two districts (Palpa and Arghakhanchi) with the financial support of Australian Red Cross. The community volunteers and social mobilizers including Prem Kumari, who are trained in diseases prevention are at present doing COVID-19 related awareness activities at household levels. The village in Palpa had many migrants from India, Prem Kumari along with other CBHFA mobilizers guided by district project officer supported the home quarantine of the migrants and aware families and neighbours on COVID-19 preventive measures with support of the local health post staff. They are in regular household visits and guide the community to maintain social distance, conduct hand washing, hygiene and seek medical advice as per the need.

Palpa DC have supported the quarantine units in the District with CBHFA project fund. The handover of the items was done to 10 local government levels and volunteers were mobilized for the same.

Written by: Laxmi Khanal
NRCS, HQs

Thank you Red Cross Hotline 1130



DEVAKI THAPA, DONATING BLOOD AT NEWBANESHOR DURING LOCKDOWN TIME

Devaki Thapa, an inhabitant of New Baneshwor, Kathmandu came across the news that people were facing a problem due to lack of blood because of lockdown and pandemic. After reading this news she was worried and thought she would at least donate the blood and save someone's life. She had donated her blood before 23 years ago for the first time and since then she hardly donated her blood. But this time she felt so keen to donate her blood and wanted to contribute to those who are in need. But she did not know where to go for blood donation. Meanwhile, she heard about hotline number 1130 run by Nepal Red Cross Society.

नमस्ते रेडक्रस हटलाइन
Dial 1130
रेडक्रससम्बन्धी प्रश्न, सुझाव अथवा गुनासाहरू छन् भने
कृपया ११३० मा फोन गर्नुहोस् ।

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यो नम्बरमा नेपाल टेलिकम र
एनसेलबाट फोन गर्दा पैसा लाग्दैन ।
हामी तपाईंका विचारको सम्मान मात्र
होइन, सुनवाई पनि गर्दछौं ।

नेपाल रेडक्रस सोसाइटी

As soon as she knew, she made a call on this number to know about blood donation programme. She directly said 'Hello, if there is a blood donation programme in Baneshwor area in the coming two or three days, I want to donate my blood'.

Chandrakala Rawal, Operator of free hotline service asked "Have you donated blood before or are you thinking of donating for the first time and if you donated before how did you feel about donating the blood first time?"

"I am so happy because finally I donated my blood."

-Devaki Thapa

She answered-"About 23 years ago a friend of mine needed blood. As we have the same blood group, I donated blood for the first time". She shared her blood donation experience with the operator of NRCS hotline. According to Devaki, she was little bit afraid to donate the blood but she was ready to donate blood. She wished, 'No one lose their life due to corona virus or due to lack of blood.'

Her family is also involve in social work. Her family belongs to middle-class family though they save some money to support foods, medical treatment and education of the people of disabilities, elderly and orphans.

Finally, she knew the blood donation campaign through Red Cross hotline and donated blood near to her area. Two days later, Devaki rang again on NRCS hotline service 1130 and said "I am so happy because finally I donated my blood. I wish best for all the Red Cross people who work for others during this pandemic. Many thanks to the Red Cross 1130 Hotline."

**Written by: Chandrakala Khadka,
Staff, NRCS HQs**

I feel proud to serve for humanity

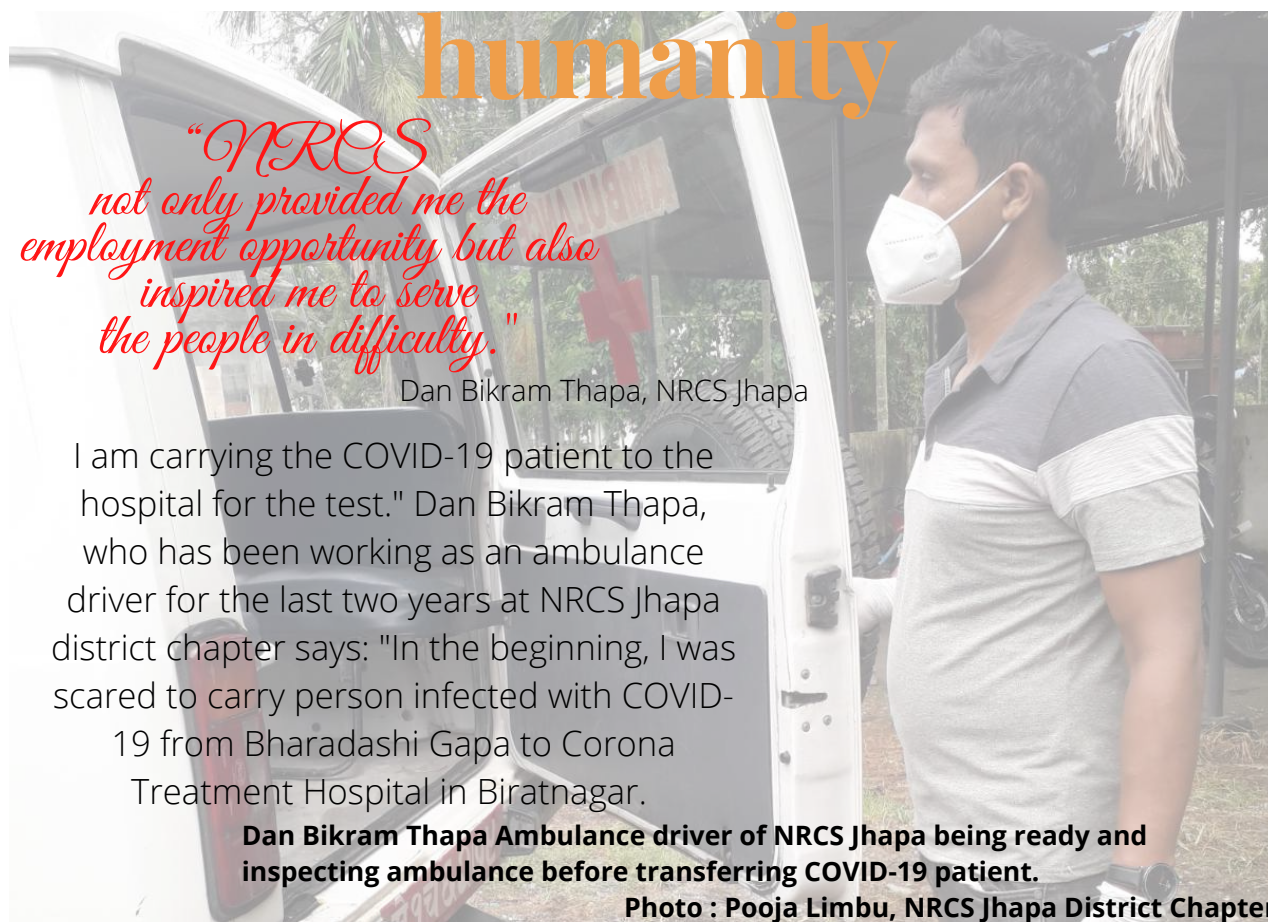
"NRCS not only provided me the employment opportunity but also inspired me to serve the people in difficulty."

Dan Bikram Thapa, NRCS Jhapa

I am carrying the COVID-19 patient to the hospital for the test." Dan Bikram Thapa, who has been working as an ambulance driver for the last two years at NRCS Jhapa district chapter says: "In the beginning, I was scared to carry person infected with COVID-19 from Bharadashi Gapa to Corona Treatment Hospital in Biratnagar.

Dan Bikram Thapa Ambulance driver of NRCS Jhapa being ready and inspecting ambulance before transferring COVID-19 patient.

Photo : Pooja Limbu, NRCS Jhapa District Chapter

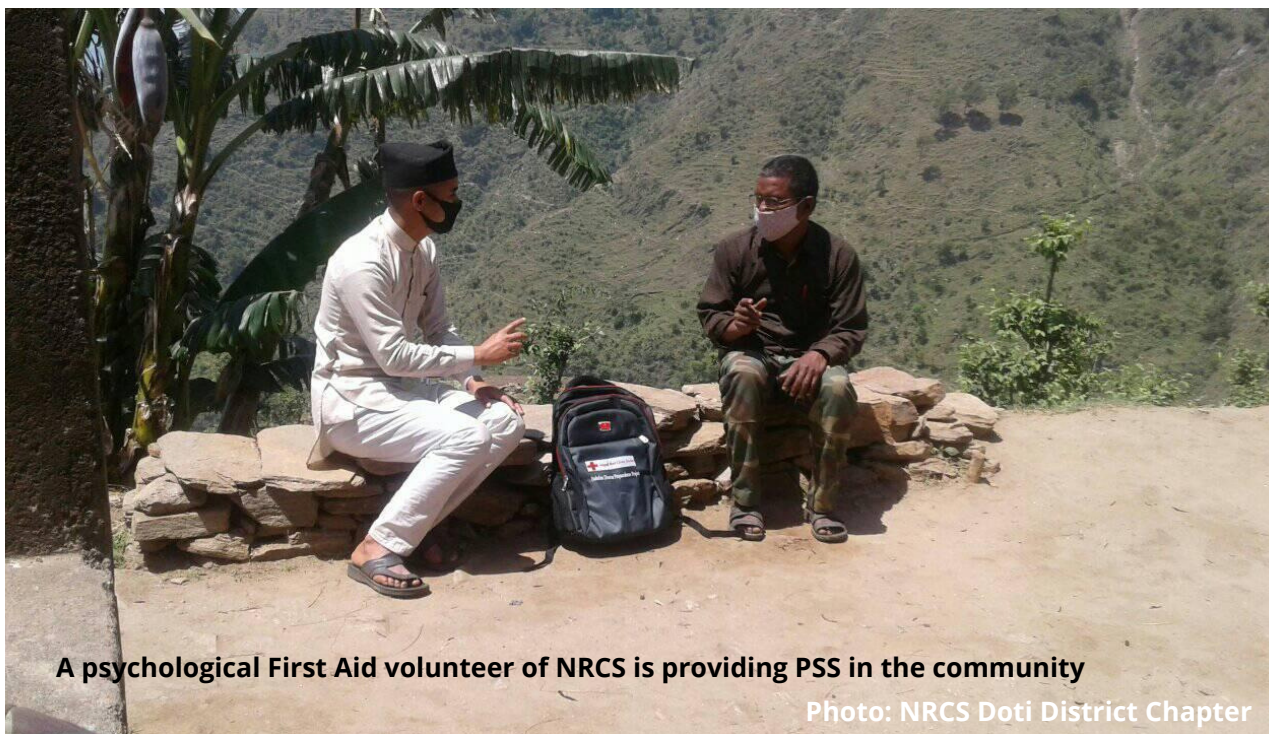


But when I realized that I had been protected with personal protective items and received knowledge on infection control and prevention, I was confident and has been continuing ambulance service for the needy people including the infected with COVID-19 in the eastern area of Nepal. I am proud to be Red Cross worker and serve for humanity." -Dan Bikram Thapa, NRCS Jhapa

Nepal Red Cross Society (NRCS) had been continuing its ambulance service, blood transfusion service and eye care hospital services with appropriate infection prevention and control measures at this pandemic of COVID-19. NRCS ambulance service at many districts kept standby for the transport of COVID-19 suspected/infected cases to the hospital and many are engaged in day to day patient transfer. Virtual orientation was initiated by NRCS HQs to orient NRCS ambulance drivers on Ambulance safety with any possible means of communication. As of, 148 ambulance drivers are already oriented on ambulance safety. In order to minimize the contact with suspected cases many districts have set up compartment in the ambulance and disinfection is done after carrying each suspected/infected cases of COVID-19.

**Written by: Hari Sharan Khadka, Staff,
NRCS Jhapa District Chapter**

PSYCHO-SOCIAL SUPPORT SAVES LIVES



A psychological First Aid volunteer of NRCS is providing PSS in the community

Photo: NRCS Doti District Chapter

Not only in the country, Nepal Red Cross Society's psycho-social support (PSS) has been extended to the abroad in this COVID-19 scenario" says Sushil Raj Regmi, PSS coordinator of Nepal Red Cross Society (NRCS). "While we shared the phone numbers of PSS service volunteers' through different media like YouTube, Facebook and Twitter we received frequent call for PSS support from Nepal and Nepalese community of abroad"- Mr. Regmi states.

"During this lockdown period, we have not only provided PSS; we saved lives of many."

Sushil Raj Regmi, PSS
Coordinator, NRCS

Like other services, NRCS initiated PSS service to provide counselling to the people affected from COVID-19. "I am involved in PSS since 2009 but initially it was hard to identify the way to support in COVID-19 scenario" Mr. Regmi says "Because it was the first experience for us to provide service to the needy virtually." After many discussions within NRCS management and PSS volunteers, it was decided to form a team of PSS & disseminated number of volunteers widely.

"During this lockdown period, we have not only provided PSS, we saved lives of many." Regmi shares lifesaving story: One day PSS volunteer receives a call from a person and asks to provide support to her auntie to whom he returned back her from suicidal intention. She had returned from abroad and her RDT tested positive. After knowing her RDT positive many social organizations and people along with her neighbours stigmatized her. Due to that, she was also not getting any relief either. She thought to suicide not because of COVID-19 but the stigmatization and neglected behaviour of the people to whom she believes. After providing PSS in three phases, she recovered and her PCR also found negative. Between these 15 days, NRCS provided her relief items and PSS. Now she is very well. Thanking to NRCS she says "Now, I do not need more relief support and PSS. Please, provide this service to the other needy people."

NRCS has been providing virtual PSS training in the remote places like Baitadi and Doti where Nepal's mobile phone sim is not functional, people used India's sim to get the training on PSS.

The team is not only providing PSS, but they are also connecting relief like transportation, medicine, food where transportation is not possible, hospital, medicals are closed, people are suffering from chronic diseases and not getting their lifesaving medicine.



NRCS is also providing PSS in the quarantine. Similarly, NRCS's staff are also benefited from this service. Regmi says "In my 11 years' experience on PSS, there are a lot of challenges as well as it is ambitious business where there was a possibility but our team efforts and people's belief on us made it possible which has given me a new horizon of service."

COVID-19, one of the notorious pandemics that has spread around the globe is claiming more and more lives. Nepal has not been an exception to this case. The lock-down effects have generated psycho-social problems both: among the infected or the one who had been involved as a front liner for its response.

"Now, I do not need more relief support and PSS. Please, provide this service to the other needy people."

- A PSS beneficiary

In the scenario where the COVID cases are rapidly increasing, there is a high demand for volunteers to provide PFA service. NRCS has created a learning platform to train new volunteers on Psychological First Aid via Remote PFA training. Till date, 110 (72 Male and 38) NRCS volunteers and staff had received online PFA training through NRCS learning platform that includes the participants from Baitadi, Doti, Kanchapur, Dhadeldhura, Nuwakot, Rasuwa, Makawanpur, Nuwakot, Ramechhap, Okhaldhunga, Bhojpur, Udyapur, Saptari, Sunsari and Khotang and NRCS HQs staffs. PFA trained volunteers are involved in disseminating and providing PFA service to the people at quarantine site and also through the household visit.

**Written by: Pushpa Khanal
NRCS, HQs**





Volunteers from Nepal Red Cross Society have been reaching people's home to disseminate the awareness message on COVID-19. As of 30 June 2020, more than 208, 800 people reached through COVID-19 awareness sessions (Community orientation, school orientation, door to door visit, help desk, micing)

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